

TOP EXECUTIVE RETREAT CONTENT OVERVIEW

The Top Executive Retreat (TER) offers a unique opportunity for Director Generals (Commissioner General/Commissioner of Customs) and her/his team of executive managers to spend 3,5 days together working deeply and closely on strategic changes at organizational level, building a strong team based on trust and openness and developing genuine individual leadership.

More specifically, through its intense, innovative and interactive program the TER strives to achieve the following objectives:

- Improve understanding of the role of leaders and how to develop personal leadership qualities, attitude and behaviour;
- Increase ability to lead the organization to meet the challenges of the 21st century;
- Develop a greater awareness of key strategic emerging drivers for change in the administration's context;
- Increase capacities to implement change and achieve organizational results through effective leadership, with special focus to elevate the level of integrity;
- More effective teamwork within the executive team through more trust and openness.

The TER also ensures that other support provided to the administration in the area of LMD and other organizational and technical areas will lead to sustainable development and an inspiring organizational culture.

In order to achieve those objectives, the TER program offers surprising elements that work on a deeper personal level. The TER will take place in a quiet, safe and open atmosphere so that participants can concentrate on the event and stay away from daily business.

The TER is a tailor made activity and the final program depends on the input provided by the participants by answering a questionnaire sent in advance by the LMD team. For reference, please find below a draft agenda.

**TOP EXECUTIVE RETREAT
DRAFT AGENDA**

DAY I	DAY II	DAY III	DAY IV
<p>Lunch 13:00-14:30</p> <p>Afternoon session 14:30-18:00 “Leadership and management – where are we now?”</p> <ul style="list-style-type: none"> - Opening - Introductions - What is Leadership? What is Management? - Philosophies on modern leadership: diamond of leadership <p>Dinner 18:00-20:00</p> <p>Evening session 20:00-23:00 “Leadership in general”</p> <ul style="list-style-type: none"> - Working of the brain: the leadership pyramid of knowing yourself - Leadership and self-knowledge - Leadership and self-awareness - Leadership and vision 	<p>Morning session 09:00-13:00 “Management in general”</p> <ul style="list-style-type: none"> - Motivation – how to let them do their job - Delegation – how to empower others - Feedback – tough conversations - Time management – balancing strategic and operational - Team building – team management <p>Lunch 13:00-14:30</p> <p>Afternoon session 14:30-18:00 “Strategic Management”</p> <ul style="list-style-type: none"> - Administration’s strategic challenges – what do you have in common? - Administration’s culture – what do you have in common? - Executive Committee – what to work on? - Leadership and management issues – what is your personal and common interest? - Administration’s organizational vision, mission and goals <p>Dinner 18:00-20:00</p> <p>Evening session 20:00-23:00 “Understanding others better”</p>	<p>Morning session 09:00-13:00 “Leadership and Integrity”</p> <ul style="list-style-type: none"> - Integrity outside Administration: stakeholders, compliance - Integrity within Administration: professional standards and behaviour - Personal communication - Emotional Intelligence <p>Lunch 13:00-14:30</p> <p>Afternoon session 14:30-18:00 Change Management within Administration</p> <ul style="list-style-type: none"> - Introduction to change management - Managing the great changes within Administration <p>Dinner 18:00-20:00</p> <p>Evening session 20:00-23:00 “Understanding yourself better thru others”</p>	<p>Morning session 09:00-13:00 “Change Management within Administration”</p> <ul style="list-style-type: none"> - Change management – continued <p>Lunch 13:00-14:30</p> <p>Afternoon session 14:30-16:00 “Leadership in general and way forward”</p> <ul style="list-style-type: none"> - Administration’s and team’s targets - Unfinished business - Evaluation - Closing